

Michigan Department of Community Health
Ryan White Parts B and D
Standardized CAREWare Service Categories and Sub-services
August 1, 2014

Early Intervention Services (EIS):

CORE

- **HRSA Program Monitoring Standard:** “Support of Early Intervention Services that include identification of individuals at points of entry and access to services and provision of: HIV testing and targeted counseling, referral services, linkage to care, and health education and literacy training that enable clients to navigate the HIV system of care. All four components to be present, but Part A/B funds to be used for HIV testing only as necessary to supplement, not supplant, existing funding.”
- **Units Definition:** 1 unit = 15 minutes of services provided
- **Definition of sub-service categories:**
 - **EIS Health Education/Risk Reduction:** activities related to improving knowledge and skills related to health education and literacy, HIV disease and related topics, accessing and maintaining medical care, medication adherence, risk reduction, case management and continuum of HIV care
 - **EIS Referral:** activities related to providing a referral of ANY type, advocating on client’s behalf regarding referral, or following up with referral source or client on referral outcome
 - **EIS General Support:** activities that do not easily fit into other categories listed here; can include: listening to client, providing support, advocating on client’s behalf, etc.
 - **EIS Travel:** activities related to an EIS worker travelling/transporting client to an appointment
 - **EIS Linkage to Medical Care Confirmed:** activities related to confirming that a client has attended a medical visit; this should not be done by client self-report alone, but confirmed with a medical clinic/provider to guarantee attendance
 - **EIS Linkage to Services Confirmed:** activities related to confirming that a client has been linked to any services other than medical care; while EIS Referral is used for all other activities related to referrals, this is only used when the client has actualized the referral.
 - **EIS Discharge:** activities related to terminating client’s services; can include discussing discharge with client and paperwork related to discharge.

Emergency Financial Assistance (EFA):

SUPPORT

- **HRSA Program Monitoring Standard:** “Support for Emergency Financial Assistance for essential services including utilities, housing, and food (including groceries, food vouchers, and food stamps), or medications, provided to clients with limited frequency and for limited periods of time, through either: short-term payments to agencies or establishment of voucher programs. Direct cash payments to clients are not permitted.”
- **Units Definition:** 1 unit = 1 occurrence of payment made
- **Definition of sub-service categories:**
 - **EFA Heat/Gas:** the activity of making a short-term payment for heat/gas utilities
 - **EFA Electric:** the activity of making a short-term payment for electric utilities
 - **EFA Water:** the activity of making a short-term payment for water utilities
 - **EFA Medications:** the activity of making a short-term payment for prescriptions/medications
 - **EFA Food:** the activity of making a short-term payment for food
 - **EFA Housing:** the activity of making a short-term payment for housing

Food Bank/Home Delivered Meals:

SUPPORT

- **HRSA Program Monitoring Standards:** “Funding for Food Bank/Home-delivered Meals that may include: the provision of actual food items; provision of hot meals; a voucher program to purchase food. May also include the provision of non-food items that are limited to: personal hygiene products; household cleaning supplies; water filtration/purification systems in communities where issues with water purity exist. Appropriate licensure/certification for food banks and home delivered meals where required under State or local regulations. No funds used for: permanent water filtration systems for water entering the house; household appliances; pet foods; other non-essential products.”

- **Units Definition:** 1 unit = 1 occurrence of providing a food bank/voucher item
- **Definition of sub-service categories:**
 - FB Food Voucher: the activity of providing a food voucher to a client
 - FB Food Bank: the activity of providing a food bank item(s) to a client
 - FB Nutritional Supplements: the activity of providing nutritional supplements to a client.

Health Education/Risk Reduction (HERR):

SUPPORT

- **HRSA Program Monitoring Standard:** “Support for Health Education/Risk Reduction services that educate clients living with HIV about HIV transmission and how to reduce the risk of HIV transmission. Includes: provision of information about available medical and psychosocial support services; education on HIV transmission and how to reduce the risk of transmission; counseling on how to improve their health status and reduce the risk of HIV transmission to others.”
- **Units Definition:** 1 unit = 1 session
- **Definition of sub-service categories:**
 - HERR: activities related to assessing and addressing client’s risk reduction issues; the sub-service category only applies to providers that are funded for HERR as a service category; if a medical case management client receives HERR services, the medical case management-specific sub-service category (MCM HERR) and unit definition must be used.

Housing Services:

SUPPORT

- **HRSA Program Monitoring Standard:** “Support for Housing Services that involve the provision of short-term assistance to support emergency, temporary, or transitional housing to enable an individual or family to gain or maintain medical care. Funds received under the Ryan White HIV/AIDS Program may be used for the following housing expenditures: housing referral services defined as assessment, search, placement, and advocacy services must be provided by case managers or other professional(s) who possess a comprehensive knowledge of local, state, and federal housing programs and how these programs can be accessed; or short-term or emergency housing defined as necessary to gain or maintain access to medical care and must be related to either: housing services that include some type of medical or supportive service including, but not limited to residential substance treatment or mental health services (not including facilities classified as an Institution for Mental Diseases under Medicaid), residential foster care, and assisted living residential services; or housing services that do not provide direct medical or supportive services, but are essential for an individual or family to gain or maintain. Access and compliance with HIV-related medical care and treatment; necessity of housing services for purposes of medical care must be certified or documented. Grantees must develop mechanisms to allow newly identified clients access to housing services. Upon request, Ryan white HIV/AIDS Program Grantees must provide HAB with an individualized written housing plan, consistent with this Housing Policy, covering each client receiving short term, transitional and emergency housing services. Short-term or emergency assistance is understood as transitional in nature and for the purposes of moving or maintaining an individual or family in a long-term, stable living situation. Thus, such assistance cannot be permanent and must be accompanied by a strategy to identify, relocate, and/or ensure the individual or family is moved to, or capable of maintaining, a long-term stable living situation. Housing funds cannot be in the form of direct cash payments to recipients or services and cannot be used for mortgage payments. Ryan White HIV/AIDS Program Grantees and local decision making planning bodies, i.e. Part A and Part B, are strongly encouraged to institute duration limits to provide transitional and emergency housing services. HUD defines transitional housing as 24 months and HRSA/HAB recommends that grantees consider using HUD’s definition as their standard.”
- **Units Definition:** 1 unit = 1 occurrence of payment made
- **Definition of sub-service categories:**
 - Housing First Month Rent: activities related to making a payment for first month rent
 - Housing Security Deposit: activities related to making a payment for a security deposit.
 - Housing Overdue Rent: activities related to making a payment for overdue rent.
 - Housing Referral Services: activities related to advocating on a client’s behalf, assessing the need for and providing a housing-related referral and/or searching for or placing a client in housing.

Linguistics Services:**SUPPORT**

- **HRSA Program Monitoring Standard:** “Support for Linguistic Services including interpretation (oral) and translation (written) services, provided by qualified individuals as a component of HIV service delivery between the provider and the client, when such services are necessary to facilitate communication between the provider and client and/or support delivery of Ryan White-eligible services.”
- **Units Definition:** 1 unit = 1 session
- **Definition of sub-service categories:**
 - Linguistics Interpreter Service: the activity of providing a session of interpreter service

Medical Case Management (MCM), including Treatment Adherence:**CORE**

- **HRSA Program Monitoring Standard:** “Support of Medical Case Management (including treatment adherence) to ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care, provided by trained professionals including both medically credentialed and other health care staff who are part of the clinical care team, through all types of encounters including face-to-face, phone contact, and any other form of communication. Activities that include at least the following: initial assessment of service needs; development of a comprehensive, individualized care plan; coordination of services required to implement the plan; continuous client monitoring to assess the efficacy of the plan; periodic re-evaluation and adaptation of the plan at least every 6 months, as necessary. Service components that may include: a range of client-centered services that link clients with health care, psychosocial, and other services, including benefits/entitlement counseling and referral activities assisting them to access other public and private programs for which they may be eligible (e.g. Medicaid, Medicare Part D, State Pharmacy Assistance Programs, Pharmaceutical Manufacturers’ Patient Assistance Programs, and other State or local health care and supportive services); coordination and follow-up of medical treatments; ongoing assessment of the client’s and other key family members’ needs and personal support systems; treatment adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments; client-specific advocacy and/or review of utilization of services.”
- **Units Definition:** 1 unit = 15 minutes of service provided
- **Definition of sub-service categories:**
 - MCM Intake: activities related to initial rapport building, completing an intake form, gathering URS and eligibility information, completing consents and releases (if applicable)
 - MCM Assessment: activities related to completing biopsychosocial assessment and acuity scale, completing consents and releases (if applicable)
 - MCM Service Plan Development: activities related to completing the service plan at assessment or reassessment; this must be done every 6 months at minimum
 - MCM General Support: activities that do not easily fit into other categories listed here; can include: listening to client, providing support, advocating on client’s behalf, etc.
 - MCM Treatment Adherence: activities related to assessing and addressing medication adherence issues; this must be done once every six months at minimum
 - MCM Reassessment: activities related to updating client’s biopsychosocial areas and acuity scale, updating URS and eligibility information, updating consents and releases (if applicable)
 - MCM Monitoring: activities related to monitoring client’s service plan needs
 - MCM Discharge: activities related to terminating client’s services; can include discussing discharge with client and paperwork related to discharge.
 - MCM HIV Specialist Confirmed: activities related to confirming that a client has attended a medical visit; this should not be done by client self-report alone, but confirmed with a medical clinic/provider to guarantee attendance
 - MCM Referral: activities related to providing a referral of ANY type, advocating on client’s behalf regarding referral, following up with referral source or client on referral outcome, and confirming referral was actualized
 - MCM Care Coordination: activities related to supervision, case conference, contact with client’s providers related to coordinating client’s service

- MCM Health Education/Risk Reduction: activities related to assessing and addressing client's risk reduction issues
- MCM Travel: activities related to a MCM travelling/transporting client to an appointment

Medical Nutrition Therapy including nutritional supplements:

CORE

- **HRSA Program Standard**: "Support for Medical Nutrition Therapy services including nutritional supplements provided outside of a primary care visit by a licensed registered dietitian; may include food provided pursuant to a physician's recommendation and based on nutritional plan developed by a licensed registered dietitian."
- **Units Definition**: 1 unit = 1 session of medical nutrition therapy or 1 occurrence of medical nutritional supplement provided (regardless of the number of cans provided)
- **Definition of sub-service categories**:
 - MNT Medical Nutrition Services: the activity of providing a session of medical nutritional therapy by a dietitian
 - MNT Nutritional Supplement: the activity of providing a supply of medical nutritional supplement by a dietitian

Medical Transportation Services:

SUPPORT

- **HRSA Program Monitoring Standard**: "Funding for Medical Transportation Services that enable an eligible individual to access HIV-related health and support services, including services needed to maintain the client in HIV medical care, through either direct transportation services or vouchers or tokens. May be provided through: contracts with providers of transportation services voucher or token systems, use of volunteer drivers (through programs with insurance and other liability issues specifically addressed), purchase or lease of organizational vehicles for client transportation programs, provided the grantee receives prior approval for the purchase of a vehicle."
- **Units Definition**: 1 unit = 1 way trip or 1 occurrence of providing a gas card/bus ticket
- **Definition of sub-service categories**:
 - Trans Bus ticket: the activity of providing a bus ticket to a client
 - Trans Van: activities related to arranging and paying for handicap-accessible van services.
 - Trans Cab: activities related to arranging and paying for cab services.
 - Trans Driver: activities related to providing transportation
 - Trans Gas card: the activity of providing a gas card to a client

Mental Health Services:

CORE

- **HRSA Program Monitoring Standard**: "Funding for Mental Health Services that include psychological and psychiatric treatment and counseling services offered to individuals with a diagnosed mental illness, conducted in a group or individual setting, based on a detailed treatment plan, and provided by a mental health professional licensed or authorized within the State to provide such services typically including psychiatrists, psychologists, and licensed clinical social workers."
- **Units Definition**: 1 unit = 15 minutes of service or 1 occurrence of payment made
- **Definition of sub-service categories**:
 - MH Assessment: activities related to completing a mental health assessment
 - MH Treatment Plan: activities related to completing a treatment plan
 - MH Individual: activities related to providing one individual session
 - MH Group: activities related to providing one group session
 - MH Family: activities related to providing one family session
 - MH Psychiatric Consultation: activities related to a psychiatrist completing a medical assessment
 - MH Medication Evaluation: activities related to a psychiatrist completing a medication update or follow-up
 - MH Discharge: activities related to terminating client's services; can include discussing discharge with client and paperwork related to discharge.
 - MH Payment Assistance: activities related to providing financial assistance for client to access mental health therapy

Non-medical Case Management (NMCM):**SUPPORT**

- **HRSA Program Monitoring Standards:** “Support for Case Management (Non-medical) services that provide advice and assistance to clients in obtaining medical, social, community, legal, financial and other needed services. May include: benefits/entitlement counseling and referral activities to assist eligible clients to obtain access to public and private programs for which they may be eligible; all types of case management encounters and communications (face-to-face, telephone contact, other); transitional case management for incarcerated persons as they prepare to exit the correctional system. Does not involve coordination and follow-up of medical treatments.”
- **Units Definition:** 1 unit = 15 minutes of service provided
- **Definition of sub-service categories:**
 - **NMCM Screening:** activities related to screening clients to determine if he/she is eligible for MCM or NMCM; if a client is eligible for NMCM, this sub-service category can also be used to account for activities related to initial rapport building, completing an intake form, gathering URS and eligibility information, completing consents and releases (if applicable); if a client is eligible for MCM, all activities should now be counted under MCM service category
 - **NMCM Referral:** activities related to providing a referral of ANY type, advocating on client’s behalf regarding referral, following up with referral source or client on referral outcome, and confirming referral was actualized
 - **NMCM General Support:** activities that do not easily fit into other categories listed here; can include: listening to client, providing support, advocating for client, etc.
 - **NMCM Discharge:** activities related to terminating client’s services; can include discussing discharge with client, paperwork related to discharge.

Outpatient/Ambulatory Health Services:**CORE**

- **HRSA Program Monitoring Standards:** “Provision of Outpatient and Ambulatory Medical Care, defined as the provision of professional diagnostic and therapeutic services rendered by a licensed physician, physician’s assistant, clinical nurse specialist, or nurse practitioner in an outpatient setting (not a hospital, hospital emergency room, or any other type of inpatient treatment center), consistent with Public Health Services (PHS) guidelines and including access to antiretroviral and other drug therapies, including prophylaxis and treatment of opportunistic infections and combination antiretroviral therapies. Allowable services include: diagnostic testing; early intervention and risk assessment; preventive care and screening; practitioner examination; medical history taking; diagnosis and treatment of common physical and mental conditions; prescribing and managing of medication therapy; education and counseling on health issues; well-baby care; continuing care and management of chronic conditions; referral to and provision of HIV-related specialty care (includes all medical subspecialties even ophthalmic and optometric services).”

“As part of outpatient and ambulatory medical care, provision of laboratory tests integral to the treatment of HIV infections and related complications”

- **Units Definition:** 1 unit = 1 occurrence of the specified activity or 1 occurrence of payment made
- **Definition of sub-service categories:**
 - **Medical New Routine:** activities related to the evaluation and management of a new patient, which requires a detailed history, a detailed examination, and medical decision-making of low complexity
 - **Medical New Complex:** activities related to the evaluation and management of a new patient, which requires a detailed history, a detailed examination and medical decision-making of moderate to high complexity.
 - **Medical Return Routine:** activities related to the evaluation and management of an established patient, which requires at least 2 of these 3 key components: an expanded problem-focused history, an expanded problem-focused examination, and/or medical decision-making of low complexity
 - **Medical Return Complex:** activities related to the evaluation and management of an established patient, which requires at least 2 of these 3 key components: a detailed history, a detailed examination, and medical decision-making of moderate to high complexity

- Medical Treatment Adherence: activities related to assessing and addressing medication adherence issues provided in the medical setting
- Medical Payment Assistance: activities related to providing financial assistance for client to access outpatient and ambulatory medical care

Outreach Services:

SUPPORT

- **HRSA Program Standard:** “Support for Outreach Services designed to identify individuals who do not know their HIV status and/or individuals who know their status and are not in care and help them to learn their status and enter care. Outreach programs must be: planned and delivered in coordination with local HIV prevention outreach programs to avoid duplication of effort; targeted to population known through local epidemiologic data to be at disproportionate risk for HIV infection; targeted to communities or local establishments that are frequented by individuals exhibiting high-risk behavior; conducted at times and in places where there is a high probability that individuals with HIV infection will be reached; designed to provide quantified program reporting of activities and results to accommodate local evaluation of effectiveness. Funds may not be used to pay for HIV counseling and testing. “
- **Units Definition:** 1 unit = 15 minutes of service
- **Definition of sub-service categories:**
 - MDOC Outreach: all activities related to connecting an incarcerated individual to community case management upon release and following up that linkage has occurred.
 - Outreach Health Education/Risk Reduction: activities related to improving knowledge and skills related to health education and literacy, HIV disease and related topics, accessing and maintaining medical care, medication adherence, risk reduction, case management and continuum of HIV care
 - Outreach Referral: activities related to providing a referral of ANY type, advocating on client’s behalf regarding referral, or following up with referral source or client on referral outcome
 - Outreach General Support: activities that do not easily fit into other categories listed here; can include: listening to client, providing support, advocating on client’s behalf, etc.
 - Outreach Travel: activities related to an outreach worker travelling/transporting client to an appointment
 - Outreach Linkage to Medical Care Confirmed: activities related to confirming that a client has attended a medical visit; this should not be done by client self-report alone, but confirmed with a medical clinic/provider to guarantee attendance
 - Outreach Linkage to Services Confirmed: activities related to confirming that a client has been linked to any services other than medical care; while Outreach Referral is used for all other activities related to referrals, this is only used when the client has actualized the referral.
 - Outreach Discharge: activities related to terminating client’s services; can include discussing discharge with client and paperwork related to discharge.

Psychosocial Support Services:

SUPPORT

- **HRSA Program Standard:** “Support for Psychosocial Support Services that may include: support and counseling activities; child abuse and neglect counseling; HIV support groups; pastoral care/counseling; caregiver support; bereavement counseling; nutrition counseling provided by a non-registered dietitian. Funds under this service category may not be used to provide nutritional supplements. Pastoral care/counseling supported under this service category to be: provided by an institutional pastoral care program (e.g. components of AIDS interfaith networks, separately incorporated pastoral care and counseling centers, components of services provided by a licensed provider, such as home care or hospice provider); provided by a licensed or accredited provider wherever such licensure or accreditation is either required or available; available to all individuals eligible to receive Ryan White services, regardless of their religious denominational affiliation.”
- **Units Definition:** 1 unit = 1 session
- **Definition of sub-service categories:**
 - PSS Group Support: the activity of providing psychosocial support

Rehabilitation Services:

SUPPORT

- **HRSA Program Standard:** “Funding for Rehabilitation Services: Services intended to improve or maintain a client’s quality of life and optimal capacity for self-care, provided by a licensed or authorized professional in an outpatient setting in accordance with an individualized plan of care. May include: physical and occupational therapy; speech pathology services; low-vision training.”
- **Units Definition:** 1 unit = 1 session
- **Definitions of sub-service categories:**
 - Rehabilitation Service: the activity of providing a session of rehabilitative services

Substance Abuse Treatment Services-Outpatient:

SUPPORT

- **HRSA Program Standard:** “Support for Substance Abuse Treatment Services-Outpatient, provided by or under the supervisor of a physician or other qualified/licensed personnel; may include use of funds to expand HIV-specific capacity programs if timely access to treatment and counseling is not otherwise available. Services limited to the following: pre-treatment/recovery readiness programs; harm reduction; mental health counseling to reduce depression, anxiety and other disorders associated with substance abuse; outpatient drug-free treatment and counseling; opiate assisted therapy; euro-psychiatric pharmaceuticals; relapse prevention; limited acupuncture services with a written referral from the client’s primary health care provider, provided by certified or licensed practitioners wherever State certification or licensure exists; services provided must include a treatment plan that calls only for allowable activities and includes: the quantity, frequency, and modality of treatment provided; the date treatment begins and ends; regular monitoring and assessment of client progress; the signature of the individual providing the service and/or the supervisor as applicable.”
- **Units Definition:** 1 unit = 1 occurrence of payment made
- **Definition of sub-service categories:**
 - SA Payment Assistance: activities related to providing financial assistance for client to access outpatient substance abuse treatment

Treatment Adherence Counseling:

SUPPORT

- **HRSA Program Standard:** “Support for Treatment Adherence Counseling, which is the provision of counseling or special programs to ensure readiness for, and adherence to, complex HIV/AIDS treatments, provided by non-medical personnel outside of the Medical Case Management and clinical setting.”
- **Units Definition:** 1 unit = 1 session
- **Definition of sub-service categories:**
 - Treatment Adherence: activities related to assessing and addressing medication adherence issues; the sub-service category only applies to providers that are funded for treatment adherence counseling as a service category; if a medical case management or outpatient and ambulatory medical care client receives treatment adherence counseling services, the sub-service category specific to that service category (i.e. MCM Treatment Adherence or Medical Treatment Adherence) and unit definition must be used

Reference

For more information on the HRSA Program Standards mentioned above, please access the following document: ***HIV/AIDS Bureau, Division of State HIV/AIDS Programs National Monitoring Standards for Ryan White Part B Grantees: Program—Part B*** at <http://hab.hrsa.gov/manageyourgrant/files/programmonitoringpartb.pdf>